

## PROGRAM MEASURES

**PROGRAM:**

Property Taxes

**PROGRAM ELEMENT:**
**PROGRAM MISSION:**

To provide for the timely, accurate, and complete calculation, processing, and distribution of tax bills; timely collection of delinquent accounts; and prompt, courteous, and accurate information and responses to inquiries by taxpayers, the real estate industry, and business entities

**COMMUNITY OUTCOMES SUPPORTED:**

- Ensure high value for tax dollars
- Ensure accountability
- Insist upon customer satisfaction

**PROGRAM MEASURES**

98 ACT   99 ACT   00 ACT   01 BUD   01 ACT   02 BUD

**Outcomes/Results:**

Percentage of taxable County properties sold at tax sale due to delinquent taxes	0.50	0.37	0.42	0.45	0.48	0.31
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**Service Quality:**

Average time on hold waiting for an operator when making a telephone inquiry (minutes) <sup>a</sup>	NA	3.7	4.0	3.2	4.4	4.6
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**Efficiency:**

Property tax accounts billed per program workyear	25,893	25,641	30,264	26,277	23,796	25,352
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**Outputs:**

Property tax accounts billed (000)	290	300	354	360	326	360
Property tax revenues - all funds (\$000) <sup>b</sup>	800,152	794,499	828,940	826,021	826,021	877,900
Number of delinquent properties sold at tax sale	1,450	1,123	1,492	1,100	1,552	1,100
Operator-answered telephone inquiries (000) <sup>c</sup>	61	103	115	110	69	87

**Inputs:**

Personnel expenditures (\$000) <sup>d</sup>	614	553	719	744	756	805
Workyears <sup>d</sup>	11.2	11.7	11.7	13.7	13.7	14.2

**Notes:**

<sup>a</sup>Calendar year basis. The FY99 waiting time was based on the July to December 1999 monthly average time waiting for an operator. These figures do not reflect the fact that callers may receive a busy signal or may choose to terminate the call if the waiting time is unacceptable to them.

<sup>b</sup>Updated forecasts for FY02 will be included during the scheduled Spending Affordability Guidelines process. FY01 results will be revised following completion of the County Council Independent Auditor's review of the FY01 Comprehensive Annual Financial Report.

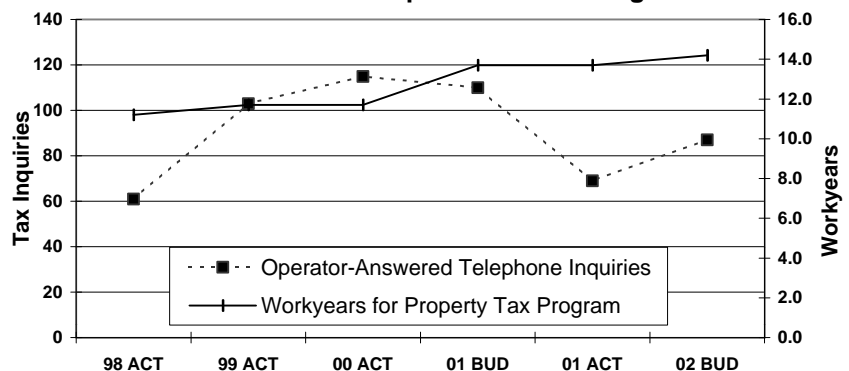
<sup>c</sup>The number of operator-answered telephone inquiries did not decline in FY00 despite increases in the number of questions e-mailed to Treasury, and implementation of enhanced Interactive Voice Response (IVR) to address some inquiries without operator intervention. Internet and IVR queries may have resulted in additional follow-up telephone inquiries. Enhanced Internet access to property tax information reduced the call volume in FY01.

<sup>d</sup>Operating expenses are included under Administration. FY98 - FY02 reflect budgeted workyears.

**EXPLANATION:**

This program is designed to inform and educate taxpayers regarding their property tax obligations and the County property tax system in a timely, effective manner. Automated systems such as Interactive Voice Response (IVR) and the County's Finance Department web page are expected to continue to reduce the number of calls received, but the length of calls is expected to increase. It is possible that those callers that continue to make telephone contact may have more complex issues and questions, whereas automated systems such as IVR and the web are handling less complex issues.

### Trends in Tax Inquiries and Staffing



**PROGRAM PARTNERS IN SUPPORT OF OUTCOMES:** State Department of Assessments and Taxation, municipal districts, County taxpayers and businesses.

**MAJOR RELATED PLANS AND GUIDELINES:**